

Re: an apology

Subject: Re: an apology
From: Robert Buente <O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C7B1814176124B59B21D8FDA30E507D8-BBUENTE>
Date: 06/23/2016 01:15 PM
To: Katie Kiefer <katie@southpark.la>

I thought it was Wed 06/29

Robert Buente
President/CEO
1818 Development Corporation

On Jun 23, 2016, at 1:07 PM, Katie Kiefer <katie@southpark.la <mailto:katie@southpark.la> > wrote:

Confirming 6/30 call at 9A. Calendar invite to follow with conference call-in details.

THX.

Katie Kiefer
South Park BID
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015
o. 213 663 1120

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com <mailto:joerank@acajoe.com> >
Date: Thursday, June 23, 2016 at 12:56 PM
To: Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la> >
Cc: Bob Buente <bbuente@1818dev.org <mailto:bbuente@1818dev.org> >, SPBID <katie@southpark.la <mailto:katie@southpark.la> >
Subject: RE: an apology

Works for me.

Thanks.

Office # is 213 239 0451

From: Jessica Lall [mailto:jessica@southpark.la]
Sent: Thursday, June 23, 2016 12:53 PM
To: Joe Rank <joerank@acajoe.com <mailto:joerank@acajoe.com> >
Cc: Bob Buente <bbuente@1818dev.org <mailto:bbuente@1818dev.org> >, Katie Kiefer <katie@southpark.la <mailto:katie@southpark.la> >
Subject: Re: an apology

Sorry – getting mixed up.

I can do Wednesday btw 9-10a.

Jessica Lall
South Park BID
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la> >
Date: Thursday, June 23, 2016 at 12:47 PM
To: Joe Rank <joerank@acajoe.com <mailto:joerank@acajoe.com> >
Cc: Bob Buente <bbuente@1818dev.org <mailto:bbuente@1818dev.org> >, Katie Kiefer <katie@southpark.la <mailto:katie@southpark.la> >
Subject: Re: an apology

Thanks, Joe.

I can do Tuesday btw 9-10a – does that work? If not, we'll have to look to after the 4th.

Jessica Lall
South Park BID
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com <mailto:joerank@acajoe.com> >
Date: Thursday, June 23, 2016 at 12:46 PM
To: Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la> >
Subject: RE: an apology

Jessica...Wednesday or Thursday AM next week would be much better for me.
Or we can go to a morning the following week.

Sorry.

Thanks.

Joe

From: Jessica Lall [mailto:jessica@southpark.la]
Sent: Thursday, June 23, 2016 12:39 PM

Re: an apology

To: Joe Rank <joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Cc: Bob Buente <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >; Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: Re: an apology

Great.

How does next Thursday afternoon look for everyone? Sometime btw 2:30 – 4:30p?

Jessica Lall
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Date: Thursday, June 23, 2016 at 12:00 PM
To: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Cc: Bob Buente <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >; Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: RE: an apology

Thanks, Jessica, I look forward to the call.
Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]
Sent: Thursday, June 23, 2016 7:16 AM
To: Joe Rank <joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Cc: Bob Buente <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >; Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Subject: Re: an apology

Hi Joe –

I think we should probably schedule a phone call next week to discuss more specifically what you are referring to – this is the first time in my 3.5 years here that I’m hearing that folks don’t think they are getting their money’s worth (excluding disagreements around The Spot). Most of our resources (both admin time and clean/safe resources) are actually dedicated to serving the condo region in South Park.

I’m attaching our Management District Plan – which clearly outlines: where are money comes from, what we MUST do and where we must spend our time. We cannot deviate from this more than 1% and we much report quarterly to the City – it is our guiding document.

You will notice that while the bulk of our money comes from AEG, the Hospital, LACC, the majority of our resources are REQUIRED to be spent in Zone 4 – which is where the condos are located.

If you have strong feelings about this, I am going to suggest you join our BID Renewal Steering Taskforce – which will be meeting sometime in July. This is where we will review the MDP and decide what changes need to be made going in to our renewal for 2018.

I’m also copying our Board Treasurer, Bob Buente, and Operations Manager, Katie Kiefer, who should also participate in the call next week and ongoing discussions.

Thanks,

Jessica Lall
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Date: Monday, June 20, 2016 at 9:47 AM
To: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Subject: RE: an apology

Jessica...I’m really sorry for saying what I did about transparency. To the contrary, you’ve been very sharing and replying to all my pestering.

Myself and other owners are frustrated because we feel that we’re paying too much for what we’re receiving. We feel more attention needs to be given to the residential credentials of South Park, and in particular the three oldest towers that account for 7% of your revenue.

I’d like our relationship to become very positive and share some ideas when you have the time.

Best regards,

Joe . See you Thursday. No suit.

From: Joe Rank
Sent: Friday, June 10, 2016 9:30 AM
To: 'Jessica Lall' <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Subject: RE: South Park Meeting; 6/1/16

Dear Jessica,

The lack of transparency is worrisome; especially when the issues are so important. You know I’m not in agreement with the mural painting going on (a new one seems to pop up every week); we’re looking more and more like Venice Beach. The beautification committee meeting would have provided an opportunity to learn more about the BID’s plans in this area. I do hope you’ll forward me the minutes of the meeting.

Re: an apology

We've taken our condo off the market because everyone is racing to sell. The "spot park" idea has everyone panicked.

What are the latest developments with this idea?

Thanks for your responses.

P.S. Sauli said he'd love to have the project on his end of Hope.

Best regards,

Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]
Sent: Thursday, June 09, 2016 8:23 PM
To: Joe Rank <joerank@acajoe.com> <<mailto:joerank@acajoe.com>> >
Subject: Re: South Park Meeting; 6/1/16

Hey Joe -

No worries - I was just driving and thought it would be easier to talk..

OK - So..regarding your emails.. Constant contact (the company we use for eblasts) was showing that our eblasts to you were "sent" to your exact email address. When I saw your last email, I had Laronnica call them to see what was going on. Essentially, there was a "block" on your email address - and when they looked in to it it was tied to an old email address of yours. Long story short - we were sending you the emails, but they were not being "received" in to your inbox. Constant Contact was the only one who could "unblock" the emails - so from this point you should be receiving ALL of them 🙏 And there are many! Sorry about that - I haven't experienced this in my 3+ years there.

Regarding LUMA management sending the emails to your building - my suggestion is to speak with them about it. They are definitely receiving the emails - the email that you received the day of (6/2) was sent on 6/1 as you can see. You also saw the email I forwarded you that went out on 5/18, which was sent to them. Francis is now re-subscribed, so he should be starting to receive again.

That all being said - moving forward, you shouldn't need anything from anyone since you will be getting them directly. We do send a lot of emails for our mtgs (as you will soon see) - and don't expect people to log on our website every time. I also think I sent you the full list for the year, so you should def be set.

Let me know if you have questions! Have a great weekend.

J

Jessica Lall
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> " <joerank@acajoe.com> <<mailto:joerank@acajoe.com>> >
Reply-To: "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> " <joerank@acajoe.com> <<mailto:joerank@acajoe.com>> >
Date: Thursday, June 9, 2016 at 4:23 PM
To: Jessica Lall <jessica@southpark.la> <<mailto:jessica@southpark.la>> >
Cc: Joe Rank <joerank@acajoe.com> <<mailto:joerank@acajoe.com>> >
Subject: Re: South Park Meeting; 6/1/16

Jess...sorry, can't now. Can I call you tomorrow?
Thanks
Joe

Sent via BlackBerry by AT&T

From: Jessica Lall <jessica@southpark.la> <<mailto:jessica@southpark.la>> >
Date: Thu, 9 Jun 2016 23:06:58 +0000
To: joerank@acajoe.com<joerank@acajoe.com> <<mailto:joerank@acajoe.com>> <[mailto:joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> <[mailto:joerank@acajoe.com">joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> >
Subject: Re: South Park Meeting; 6/1/16

Joe - call my cell below I you can. Need just 5min.

Thanks,

Jessica Lall
South Park BID

Office: 213-663-1112
Cell: 213-820-0837

Please note our new address:
1100 Flower Street, Suite 3400
Los Angeles, CA 90015

Sent from my iPhone

On Jun 9, 2016, at 3:58 PM, "joerank@acajoe.com" <joerank@acajoe.com> " <joerank@acajoe.com> <[mailto:joerank@acajoe.com">joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> > wrote:

Jessica..I received notice of the last meeting from LUMA, the day after the meeting. I have checked my span folder and have not received notices from the BID. I didn't think I have to check your website for meeting notices. I thought the BID was responsible for notifying the stakeholders.
Regards
Joe

Sent via BlackBerry by AT&T

From: Jessica Lall <jessica@southpark.la> <<mailto:jessica@southpark.la>> >
Date: Thu, 9 Jun 2016 22:39:08 +0000

Re: an apology

To: joerank@acajoe.com <<mailto:joerank@acajoe.com>> <joerank@acajoe.com> <<mailto:joerank@acajoe.com>> <<mailto:joerank@acajoe.com>>
Cc: Laronnia Jupiter <laronniasouthpark.la> <<mailto:laronniasouthpark.la>>
Subject: Re: South Park Meeting; 6/1/16

Hi Joe –

Francis had actually “unsubscribed” from receiving our notices – as was previously stated. He has since resubscribed and should be receiving them.

Our database also reflects that you are receiving our notices – judging that you received the 2 day notice, you are definitely on the email distribution for receiving all mtg notices – we also confirmed that. If for some reason, you aren't receiving all of them – you may want to check your spam/junk folder.

As I also mentioned, our mtgs are all publicized a year in advance on our website and 2/1 month advance on our newsletter blast. Our records show that you are receiving those notices as well.

Thanks,

Jessica Lal
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> <joerank@acajoe.com> <<mailto:joerank@acajoe.com>> <<mailto:joerank@acajoe.com>>
Reply-To: "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> <<mailto:joerank@acajoe.com>> <<mailto:joerank@acajoe.com>> <<mailto:joerank@acajoe.com>>
Date: Thursday, June 9, 2016 at 3:34 PM
To: Laronnia Jupiter <laronniasouthpark.la> <<mailto:laronniasouthpark.la>>
Cc: Jessica Lal <jessica@southpark.la> <<mailto:jessica@southpark.la>>, Francis Langlois <flanglois@actionlife.com> <<mailto:flanglois@actionlife.com>>, Joe Rank <joerank@acajoe.com> <<mailto:joerank@acajoe.com>>
Subject: Re: South Park Meeting; 6/1/16

Thanks, Laronnia. The LUMA HOA manager Francis Langlois has also not received notices. Is that issue also being resolved?
We hope to receive minutes soon for the last meeting of which we were not informed.

Thank you
Joe Rank
Joe

Sent via BlackBerry by AT&T

From: Laronnia Jupiter <laronniasouthpark.la> <<mailto:laronniasouthpark.la>>
Date: Thu, 9 Jun 2016 21:17:47 +0000
To: Joe Rank <joerank@acajoe.com> <<mailto:joerank@acajoe.com>>
Subject: RE: South Park Meeting; 6/1/16

Hi Joe-

I contacted our service provider they have corrected the issue with the emails bouncing back. Going forward you will receive all notifications that are sent out. Thank You.

Laronnia Jupiter
South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

24/7: 866 560 9346

From: Laronnia Jupiter
Sent: Friday, June 03, 2016 4:28 PM
To: Joe Rank
Subject: RE: South Park Meeting; 6/1/16

Hey Joe,

After looking into the matter, the software confirms the emails were sent out on 5/18. Thank you for bringing this to our attention, it looks as if the email notifications are bouncing back. I will contact our service provider on why this is happening and what can be done to solve the issue.

With regards to Francis, he was listed unsubscribed from all notices and that would be the reasoning to why he didn't receive the notification on 5/18 that was sent out. Francis was added back today to all notifications, going forward he should receive all notifications that are sent out.

Laronnia Jupiter
South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

24/7: 866 560 9346

From: joerank@acajoe.com <<mailto:joerank@acajoe.com>> [<mailto:joerank@acajoe.com>]
Sent: Friday, June 03, 2016 3:54 PM
To: Laronnia Jupiter
Cc: Joe Rank
Subject: Re: South Park Meeting; 6/1/16

Hello Laronnia,
I did not receive your May 19 notification of the BID meeting on June 1st. Can you confirm it was sent?
Also, can you confirm that LUMA received the notice? They must have, since they received your notice on May 31st of the June 1st meeting.
Francis has confirmed that he didn't personally receive it, but wouldn't you have sent to LUMA?
Francis hasn't been able to find it.
Thank you.
Joe Rank

Re: an apology

Sent via BlackBerry by AT&T

From: Laronnia Jupiter <laronniasouthpark.la <<mailto:laronniasouthpark.la>> >
Date: Fri, 3 Jun 2016 19:36:32 +0000
To: Jessica Lall<jessica@southpark.la <<mailto:jessica@southpark.la>> >; Joe Rank<joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Cc: Francis Langlois<flanglois@actionlife.com <<mailto:flanglois@actionlife.com>> >; Laura Hill<laura@southpark.la <<mailto:laura@southpark.la>> >
Subject: RE: South Park Meeting; 6/1/16

Hey guys-

Yes, Joe is signed up and receives Board meetings, all committee, and newsletter notifications. However, Francis your contact information was unsubscribed would you like to be added again?

Laronnia Jupiter
South Park BID
Please note change of address:
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

24/7: 866 560 9346

From: Jessica Lall
Sent: Friday, June 03, 2016 10:51 AM
To: Joe Rank
Cc: Francis Langlois; Laura Hill; Laronnia Jupiter
Subject: Re: South Park Meeting; 6/1/16

Joe – All of our mtgs fall on the same day/time of month - pls find attached list of all mtg dates for 2016. People who have signed up or requested to receive blasts receive them.

Laronnia –

Can you pls check to see if Joe and Francis are on the 5080 email distribution?
Minutes are still be finalized.

Jessica Lall
South Park BID

Please note change of address:
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Date: Friday, June 3, 2016 at 10:43 AM
To: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Cc: Francis Langlois <flanglois@actionlife.com <<mailto:flanglois@actionlife.com>> >, Laura Hill <laura@southpark.la <<mailto:laura@southpark.la>> >
Subject: RE: South Park Meeting; 6/1/16

Jessica, was Luma or I sent a 3 week target email blast and a 2-3 day notice?

Are minutes of the meeting available?

Thanks.

Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]
Sent: Friday, June 03, 2016 10:34 AM
To: Joe Rank
Cc: Francis Langlois; Laura Hill
Subject: Re: South Park Meeting; 6/1/16

Hi Joe –

Our meetings are publicized a year in advance, then with a 3-week target email blast, and then a 2-3 day notice. They are also publicized a month to two months in advance in our newsletters, social media and on our calendar on our website a year out –within a month on the home page.

I hope this helps.

Jessica Lall
South Park BID

Please note change of address:
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com <<mailto:joerank@acajoe.com>> >
Date: Friday, June 3, 2016 at 10:32 AM
To: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >
Cc: Francis Langlois <flanglois@actionlife.com <<mailto:flanglois@actionlife.com>> >
Subject: FW: South Park Meeting; 6/1/16

Hi Jessica,

Shouldn't the stakeholders get reasonable prior notice of these meetings?

Best regards

Joe

Joseph Rank
President
Aca Design Inc.
110 East Ninth Street, Suite #C1179
Los Angeles, CA 90079
Tel: (213)239-0451
Fax: (213)239-9128

E-mail: joerank@acajoe.com <<mailto:joerank@acajoe.com>>
Website: www.acajoe.com <<http://www.acajoe.com/>>

From: Hermin Julian [<mailto:hjulian@actionlife.com>]
Sent: Thursday, June 02, 2016 4:43 PM
Subject: South Park Meeting; 6/1/16

<image001.jpg>

<image002.jpg>

<image003.jpg> <[SOUTH PARK BID MEETING NOTICE](http://r20.rs6.net/tn.jsp?f=001NjH9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGVVisAAbuIKe79gELjRx8TjS0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITASzwlVZLYtm9yhmURc6VYZeLaY30i3zr5FG94VgEBfOpU3zamC0dA0AbUskU432jXelHou0F0fer5s1FA4Ps16rVrm7px38X8sV7Z0M_ZhCsvtRF02XdSh08gLiP-fIDrFG4LR5vqM_fE0FsHv5VK3zhL3wL4ea8vmnkeQM1s1L2u3_IAA8B9jUdTtcnpr-3-EDPF0Nw-ooFUne3e5InxhuM8IK3wJb42X77a1b38YVLIhLQWm_rhA==6c-K0kVHSUSK90oJuiRS0-KTkKtGdYWM-WUH673sIHmcUbG6vTDP3Z6Aw==6ch=5p6rN0y31V820rbY_-iJpbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></p></div><div data-bbox=)

South Park BID Operations & Enhanced Beautification Committee Meeting
Wednesday, June 1, 2016, 9:30 AM - 11:00 AM
South Park Business Improvement District Office
1100 South Flower Street, Suite 3400, Los Angeles, CA 90015

Metered parking is available along Hope St.
Valet parking is available at The Palms for \$25/day.
Structure parking available at Hope/11th.

<image004.jpg>

Please RSVP to the South Park BID Operations & Enhanced Beautification Committee (S080/E80), a Board sub-committee open to the public that provides guidance to the full Board of Directors on the matters relating to our clean and safe services.

This committee is open to the public, and meets on the 2nd Wednesday of even months.

Chair: Bob Buente, 1010 Development Corp.

<image004.jpg>

For the agenda, click here <http://r20.rs6.net/tn.jsp?f=001NjH9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGVVisAAbuIKe79gELjRx8TjS0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITASzwlVZLYtm9yhmURc6VYZeLaY30i3zr5FG94VgEBfOpU3zamC0dA0AbUskU432jXelHou0F0fer5s1FA4Ps16rVrm7px38X8sV7Z0M_ZhCsvtRF02XdSh08gLiP-fIDrFG4LR5vqM_fE0FsHv5VK3zhL3wL4ea8vmnkeQM1s1L2u3_IAA8B9jUdTtcnpr-3-EDPF0Nw-ooFUne3e5InxhuM8IK3wJb42X77a1b38YVLIhLQWm_rhA==6c-K0kVHSUSK90oJuiRS0-KTkKtGdYWM-WUH673sIHmcUbG6vTDP3Z6Aw==6ch=5p6rN0y31V820rbY_-iJpbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==>

For more information and to RSVP, click here <http://r20.rs6.net/tn.jsp?f=001NjH9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGVVisAAbuIKe79gELjRx8TjS0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITASzwlVZLYtm9yhmURc6VYZeLaY30i3zr5FG94VgEBfOpU3zamC0dA0AbUskU432jXelHou0F0fer5s1FA4Ps16rVrm7px38X8sV7Z0M_ZhCsvtRF02XdSh08gLiP-fIDrFG4LR5vqM_fE0FsHv5VK3zhL3wL4ea8vmnkeQM1s1L2u3_IAA8B9jUdTtcnpr-3-EDPF0Nw-ooFUne3e5InxhuM8IK3wJb42X77a1b38YVLIhLQWm_rhA==6c-K0kVHSUSK90oJuiRS0-KTkKtGdYWM-WUH673sIHmcUbG6vTDP3Z6Aw==6ch=5p6rN0y31V820rbY_-iJpbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==>

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The South Park BID was established in 2005, with the mission to continually support the unique living and commerce experience for its residents and businesses by facilitating a safe, clean, collaborative and wholesome environment.

South Park Business Improvement District
1100 S. Flower St., Suite 3400
Los Angeles, CA 90015

Admin & Field Office: (213) 663-1111
24/7 Dispatch: (866) 568-9346

<image004.jpg>

<image002.jpg>

Re: an apology

<image002.jpg>

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